The Integrated Gower Care Team

01792 636519

About this factsheet
This factsheet tells you about the Integrated Gower Care Team, which provides a wide range of health and social care support to people living in the mid and west areas of Gower, including Llanrhidian, Llangennith, Port Eynon, Three Crosses and Bishopston.

What is the Integrated Gower Care Team?
The Integrated Gower Care Team (IGCT) is a joint initiative between Swansea Council’s Social Services and the ABMU Health Board. Health and social care staff from both organisations work together to provide care and support to Gower residents.

Although staff will wear the uniform of the organisation they are employed by, all staff are trained to carry out all aspects of the care you will require.

Both short and long-term care is provided by the team.

The IGCT is a pilot project, being run in Gower for a year from October 2013. As Gower is a sparsely populated rural area, it has sometimes been more difficult to provide an effective care service to everyone who needs it than it is in other parts of Swansea. By pooling health and social care resources to provide the full range of care at home that people need, it is hoped that more people can be cared for at home without increasing costs.

What support do they give?
The support from the IGCT includes

- reablement support for people who have experienced a period of ill health
- long-term domiciliary care (e.g. personal care)

What are the aims of the service?
Many people prefer to remain living in their own home, even when they are frail or in poor health. The integrated care service aims to provide all the health and care support you will need to do this. We will also work with you to help you to do as much as you can for yourself, as the more independent you can be, the easier it is for you to continue living at home.

If you have a carer (a family member or friend who provides unpaid support) we will also look at whether there is support we can give to help them in their caring role.

How long is the service for?
Most people will initially receive a short-term Assessment Service which will last for a maximum of six weeks. During this period the staff who visit you will make an ongoing assessment of how much care and support you will need long-term. In most cases this will include a reablement element, where care workers, occupational therapists and health staff support you to become able to do things for yourself that you used to do.

Some people find that the care provided during the six week Assessment Service is sufficient to enable them to manage on their own by the end of that period.

At the end of the six week Assessment Service we will review your needs and work out what, if any, care and support services
you will need from the Team on a long-term basis. From that point on, you will receive the service for as long as you need it.

We will review your needs from time to time to make sure that the service you get continues to be appropriate for you.

**How do I access the service?**

Many people will be referred to the service by their social worker, GP or hospital staff.

You, or a family member or friend on your behalf, can also make a direct request for the service by contacting our Intake Team for Adult Services. Their contact details are below.

Before a service can be provided, we will need to carry out an assessment of your needs in order to work out what type of care and support you require.

**Do I have to pay anything?**

For the first six weeks there is no charge for the service. If you need long-term care, we will discuss with you the type of care you need and any charges that might apply. We would also need to look at your own financial situation. If we do have to make a charge, no-one is asked to pay more than £55 per week.

**How to contact Social Services**

To make a referral to the service, or if you have any queries, please contact:

**Intake Team, Adult Services**

Civic Centre, Swansea, SA1 3SN  
Telephone: 01792 636519  
Email: IntakeOPDS@swansea.gov.uk

**Other useful information**

- **Getting Help from Social Services: a guide to assessment and eligibility**  
- **Home Care Services**  
- **The Rapid Response Service**

- **Carers Needs Assessment and Support for Carers of Adults**  
  For copies of these factsheets, ask your care manager, phone 01792 636693 or go to [www.swansea.gov.uk/socialcarepublications](http://www.swansea.gov.uk/socialcarepublications)

  For information about Continuing NHS Healthcare see [www.wales.nhs.uk/continuingnhshealthcare](http://www.wales.nhs.uk/continuingnhshealthcare)

**Swansea Social Services and personal information**

When you are in touch with Social Services, we will keep information about you in written records and computer files. We will keep this information confidential, except where we need to share it with people providing you with care, or to protect you or other people.

You have a right to ask to see records we keep about you.

We can give you more information about how we handle personal information. Phone 01792 636693 for the factsheet Your Personal Information.

**Comments and complaints**

We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well.

If you are unhappy with the services you receive, we encourage you to make a complaint. Full details are given in the factsheet ‘Making a comment, complaint or compliment about Social Services.’ For more advice or information about making a complaint, you can contact our Complaints Officers on 01792 637345.

This information is also available in alternative formats, such as large print, on audio CD, in Braille, or electronically. Please phone 01792 636693 for copies.